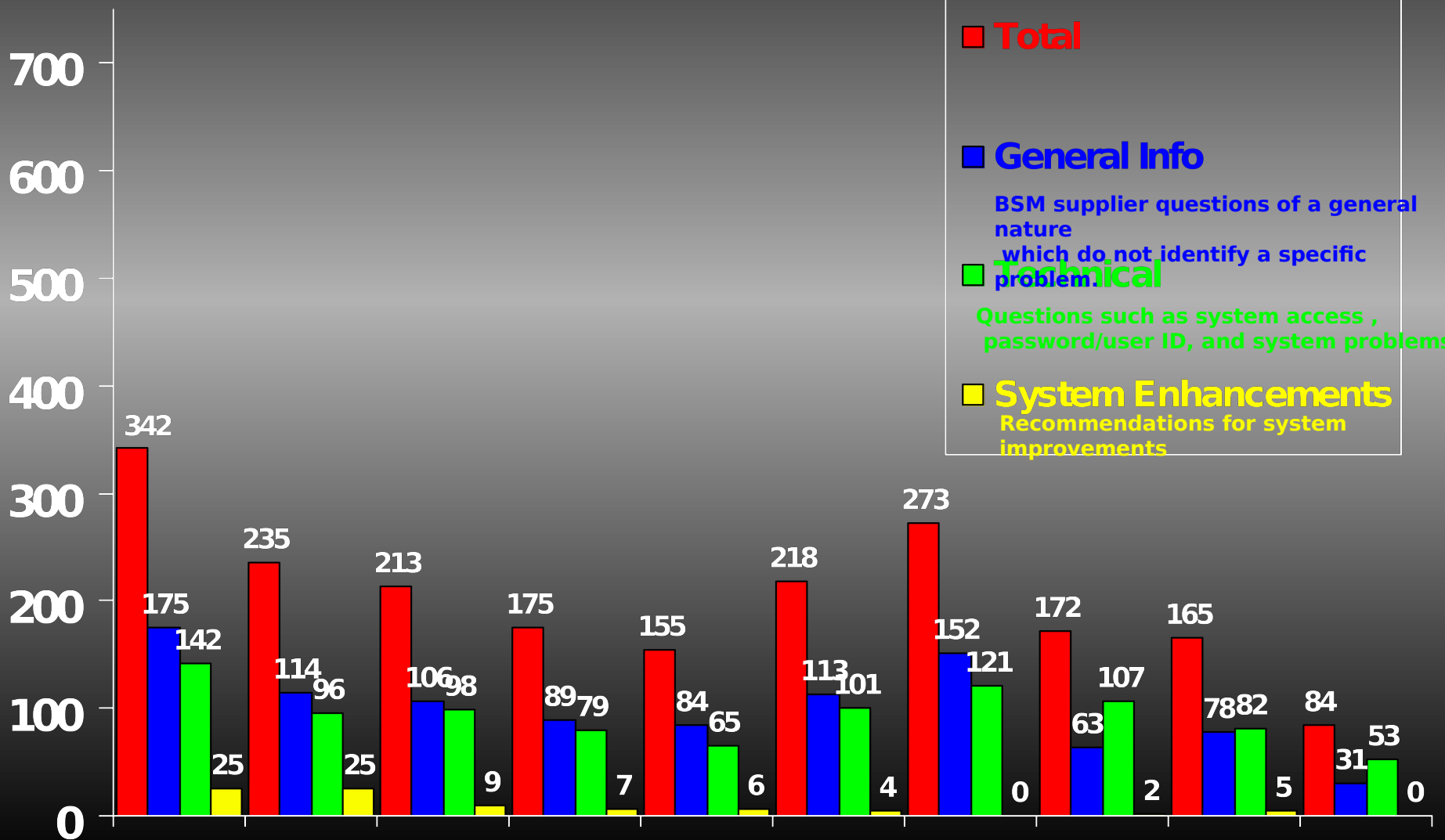




# SRweb RELATED CONTACTS

As of 24 Jul 03

MONTHLY CONTACTS



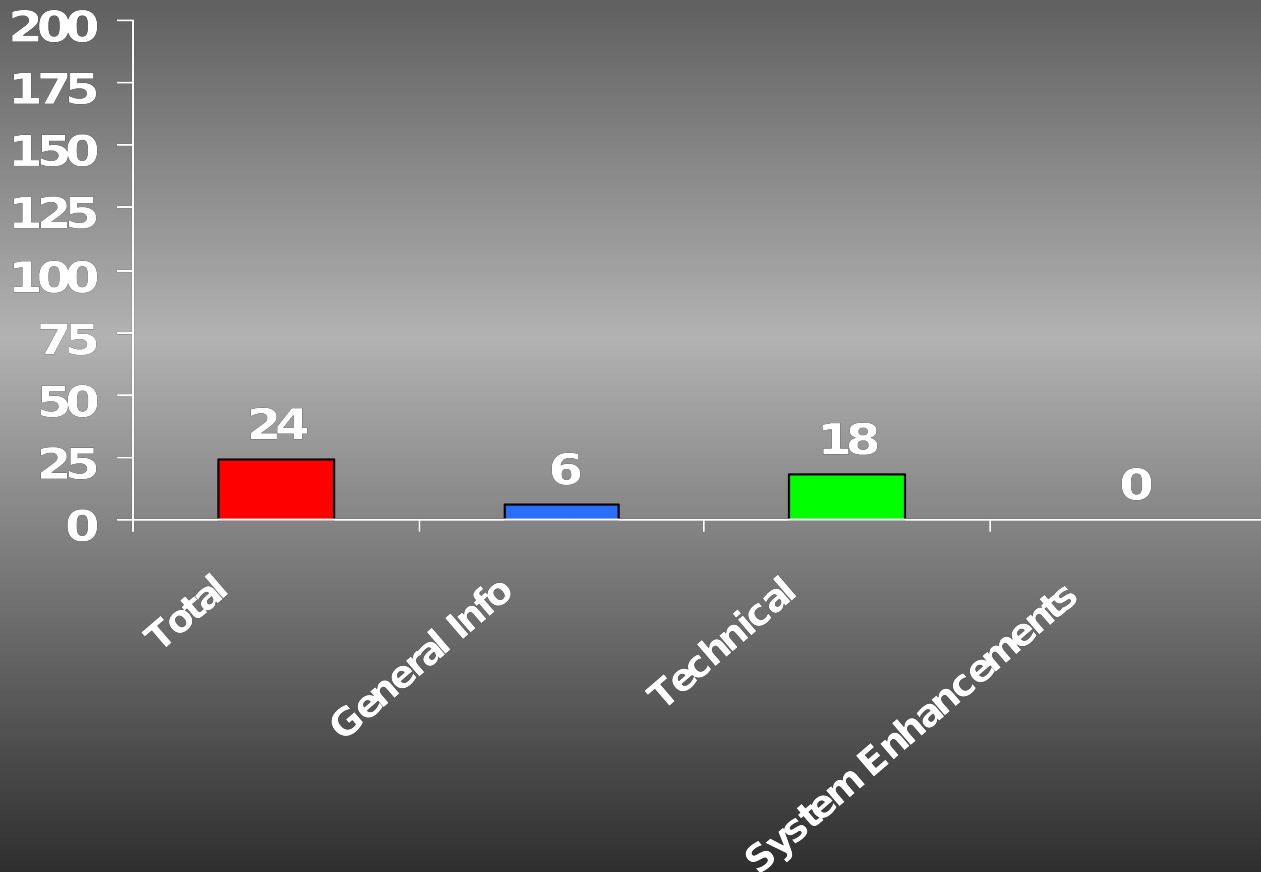
- **Total**
- **General Info**  
BSM supplier questions of a general nature which do not identify a specific problem
- **Technical**  
Questions such as system access , password/user ID, and system problems
- **System Enhancements**  
Recommendations for system improvements



# SRweb RELATED CONTACTS

WEEK OF 18 - 24 Jul 03

SUPPLIER CONTACTS

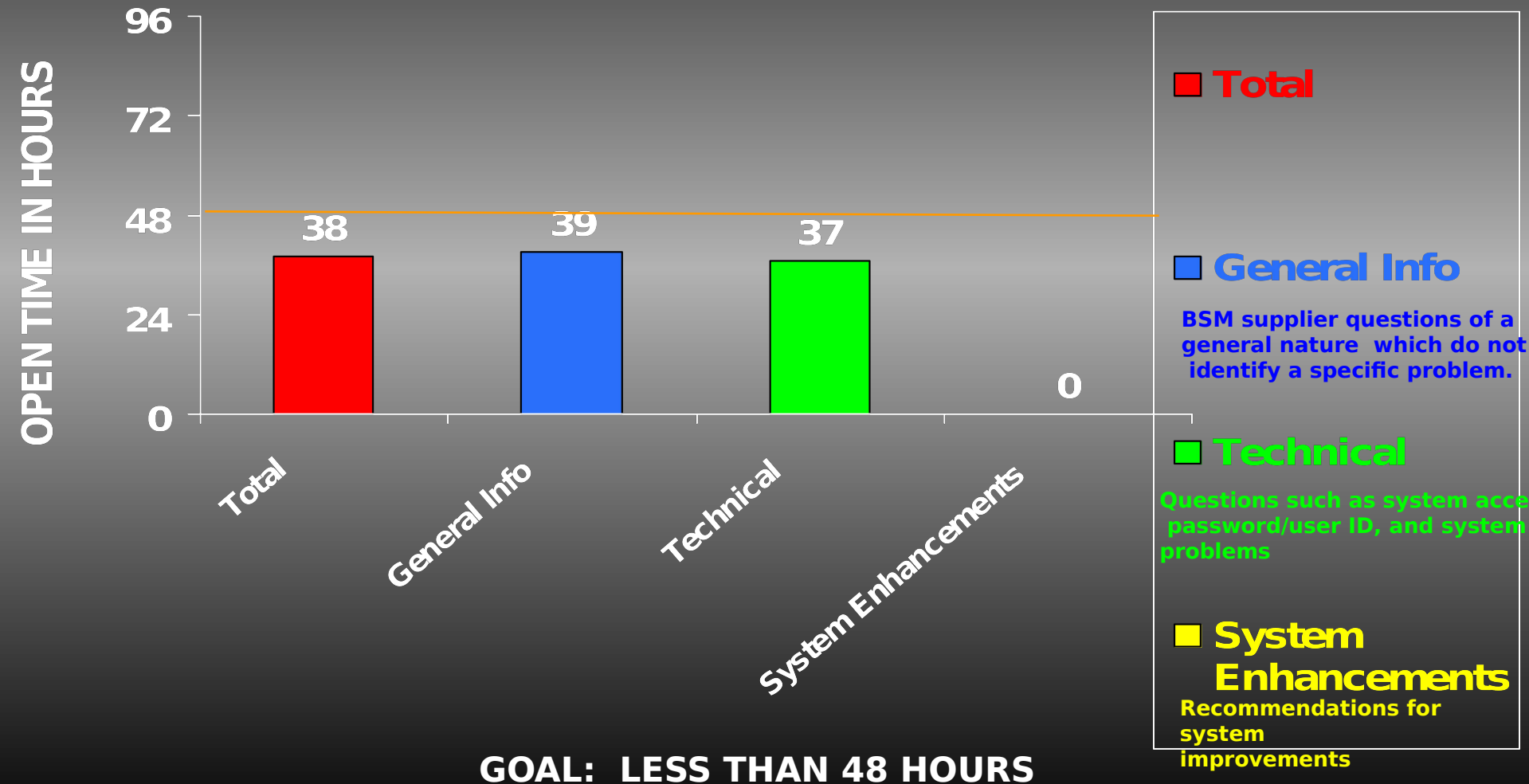


- Total**
- General Info**  
BSM supplier questions of a general nature which do not identify a specific problem.
- Technical**  
Questions such as system access, password/user ID, and system problems
- System Enhancements**  
Recommendations for system improvements



# SRweb ISSUES

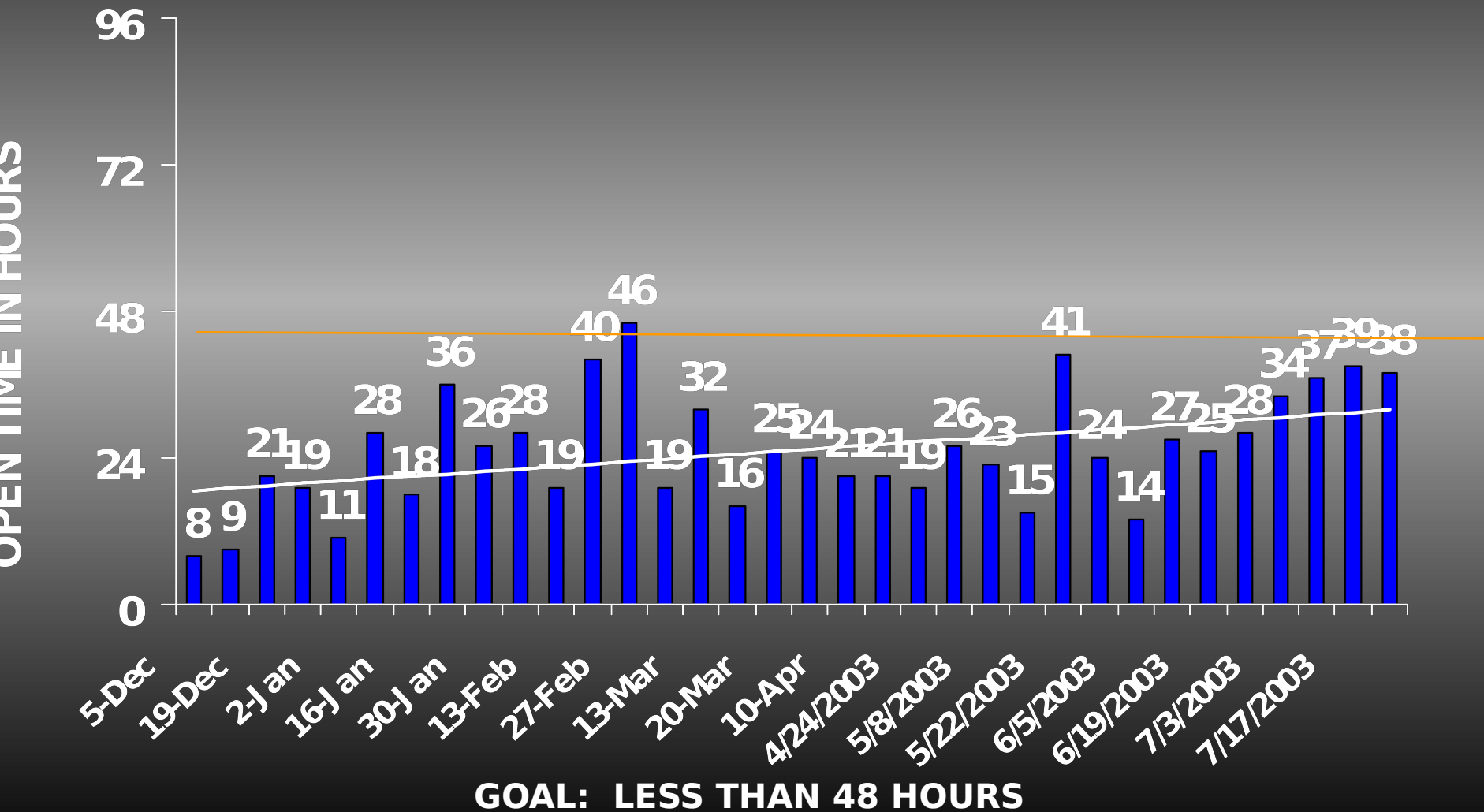
Average Resolution Time  
18 - 24 Jul 03





# SRweb ISSUES

## Average Resolution Time (Trend)





# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 24 Jul 03

